

Dear Business Partners and Customers

In this difficult period of covid-19 outbreak, Sulzer Mixpac believes that transparent communication is a crucial part in maintaining trusting relationships.

We have taken proactive measures to protect our employees and visitors, ensure the integrity of our products and support our customers' needs.

All Sulzer Mixpac facilities worldwide have established a Crisis and Emergency Management team in charge of:

- Continuously assessing global and local situations and requirements
- Driving the implementation of national authority directives as well as recommendations from the World Health Organization

The following preventive actions are currently in place across the organization :

- Specific protective measures for all employees and especially for those at risk
- Provision of hand disinfection products
- Social distancing as per authorities' guidelines (including home office)
- Quarantine measures for employees traveling back from affected countries and employees who display, or whose immediate family members display, flu-like symptoms
- Screening of visitors and contractors
- Temporary ban of visitors to our production sites
- Travel ban to high risk regions such as China, South Korea, Japan and Italy
- Business travel to other countries is strictly restricted to absolutely business-critical requirements

Additional actions shall be taken when required by local authorities.

These mitigation measures are constantly reviewed and updated as the Covid-19 situation evolves.

From a product safety perspective, the Sulzer Mixpac dental and healthcare products are manufactured according to very strict health, safety and cleaning standards in controlled environments (ISO 8 for healthcare products, ISO 9 for dental products).

In addition, the Haag (Switzerland), Rotkreuz (Switzerland), Shanghai (China) and Kiel (Germany) facilities have achieved an external ISO 13485:2016 "Medical Devices" certification.

We work closely with our supply chain to avoid disruption. We have increased the safety stock level of our raw materials as a precautionary measure.

When it comes to transportation of goods:

- The World Health Organization and the Center for Disease Control and Prevention have established that there is a very low risk of contamination from goods. We consider that the strict hygienic measures implemented at all our facilities are sufficient to keep the contamination risk at a very low level.

Should there be any change in our ability to deliver products, we will promptly contact our affected customers.

Please feel free to contact your area sales manager if you have any further question or special requests.

Thank you for your consideration in this matter.

Joe Bradley
Director of Operations

Richard Wilson
President